



HR Tech Service
Provider
Winner 2018

SmartHR Product Overview

Training and eLearning Management Modules

1 Overview of SmartHR Learning Management

1.1 Learning Management Lifecycle

The SmartHR Learning Management Solution is total solution that caters for the full Learning Management life cycle across all roles in the business.



The training needs can be identified in a number of different ways, depending on authority level and type of training.

Training Need

Ad-hoc	An Ad-hoc training request arises where an employee needs to book for an existing course. This is done via the SmartHR Employee Self Service and is based on your course Library of exposed courses in SmartHR.
Training Requisition	A training requisition can be generated by an employee or manager as a result of a training plan or training discussion held with the employee. The training requisition passes through a defined workflow where the training library is updated with the service provider, costs and delivery dates and then planned.
Individual Plan (IDP)	Training requests can also originate from the Individual Development Plan after as part of the career development discussion.
Training Needs	The required training courses can be identified based on the job profile assigned to an employee. The job profile identifies courses that have been nominated. The gap between the required courses and the employee planned / completed course provides an idea of the training required.
Training Gap based on Job Profile	
Other Features	<ul style="list-style-type: none"> • Training course can be assigned in bulk through either SmartHR desktop or the SmartHR Manager Portal. • Details of the training course are pulled through from the training library to ensure that data is accurate and not captured multiple times

Planning

Planned Training	Each training need results in a planned training record on SmartHR. The Planned Training records can be analysed and reported on to determine the number and cost of course planned in the coming period to determine overall course demand. Based on the demand the optimum delivery method and course frequency can be determined.
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Training Event	Training Events can be setup in SmartHR by the training administrator based on the demand and training provider availability. Attendees are assigned to the event with their relevant status. Notifications can be sent to employees and managers before the training is to be delivered.
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Other Features	Daily attendance can be marked off for each attendee with certificates issued based on attendance. Costs can be allocated for the event or to the individual to ensure that claims can be accurately calculated.
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Delivery

eLearning Management System	Planned training can be delivered in a number of different ways either in a classroom, off-site via e-learning or based on a blended learning approach. One of the most cost-effective methods of delivering training is via e-learning where courses are presented electronically via Laptop, Kiosk or Tablet.
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Classroom / Attendance	eLearning is especially suited to repetitive training such as induction, work safety and office applications. Content can be developed from existing material into engaging, interactive learning.
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External	The eLearning platform can deliver any SCORM compliant learning course that has been purchased. It also supports collaboration and communication across course attendees for shared learning.
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Outcome

Training Completed	<ul style="list-style-type: none"> Assessments are carried out on-line or via formal test procedures. Assessment outcomes and time spent are returned to SmartHR so that it can be tracked and analysed. <p>Each planned training record, after assessment leads to a completed training record for the employee. The completed training include details on:</p> <ul style="list-style-type: none"> The course particulars The delivery method Payment and costs Modules completed Outcome and renewal
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Training Assessments	<p>SmartHR eLMS comes out of the box with advanced test engine and course tracking features. These, combined with a rich selection of default and custom reports, will enable you to easily monitor and track performance within your organisation.</p> <table border="1"> <tr> <td> <p>Automatic Scoring question Types:</p> <ul style="list-style-type: none"> True/ False Multiple choice Single Choice Fill in the blanks Association </td> <td> <p>Moderator scoring question Types:</p> <ul style="list-style-type: none"> Text Entry Formative Assessments: Learner receive detailed feedback. Summative Assessments: Learners receive basic to no feedback. Randomization: <ul style="list-style-type: none"> Question randomize Answer randomize Question pools </td> </tr> </table>	<p>Automatic Scoring question Types:</p> <ul style="list-style-type: none"> True/ False Multiple choice Single Choice Fill in the blanks Association 	<p>Moderator scoring question Types:</p> <ul style="list-style-type: none"> Text Entry Formative Assessments: Learner receive detailed feedback. Summative Assessments: Learners receive basic to no feedback. Randomization: <ul style="list-style-type: none"> Question randomize Answer randomize Question pools
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Analytics and Reporting

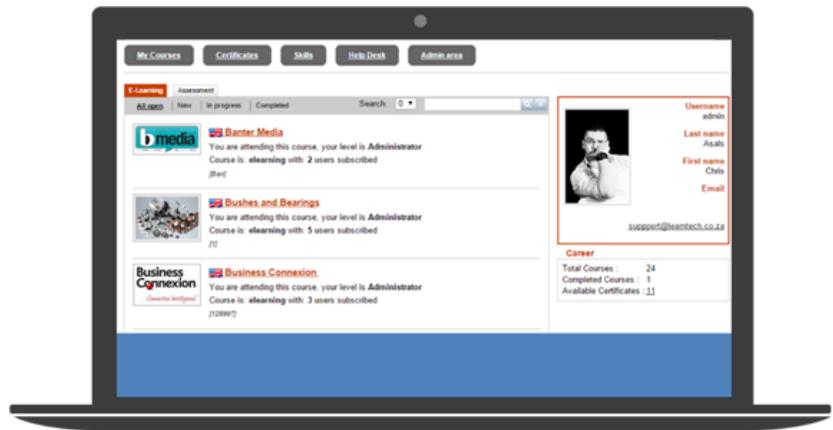
BI	Comprehensive Analytics and Reporting are delivered to monitor and evaluate all aspects of the training management. Since SmartHR maintains employee profile and history, training results and costs can be linked to business outcomes.
Dashboards	

Reports	Dashboard capability has recently added to the SmartHR Employee Self Service to provide customised analytics based on role and access permissions. These analytics can provide operational, tactical and strategic insights into training delivered to optimise the training spend and effectiveness
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2 SmartHR eLMS Product Overview

2.1 Introduction

- The SmartHR eLMS allows for the **online delivery of training and assessments**. With our solution, your organisation will be able to **track all training** results in real time, at the click of a button, thus optimizing time and **reducing the costs** associated with traditional learning methods.
- Our LMS includes a **super intuitive Interface** that is both fast and easy to use.
- It is a **locally supported** system – which means that we are able to extend your experience by adding new features (though the LMS is functionality rich out of the box).
- We are also able to **integrate with your existing ERP, CRM or HR software** suite.
- The SmartHR eLMS is **fully responsive and mobile ready**, allowing you to deploy learning across a multitude of devices.
- It can be installed in the cloud or on premise, behind your own firewall.



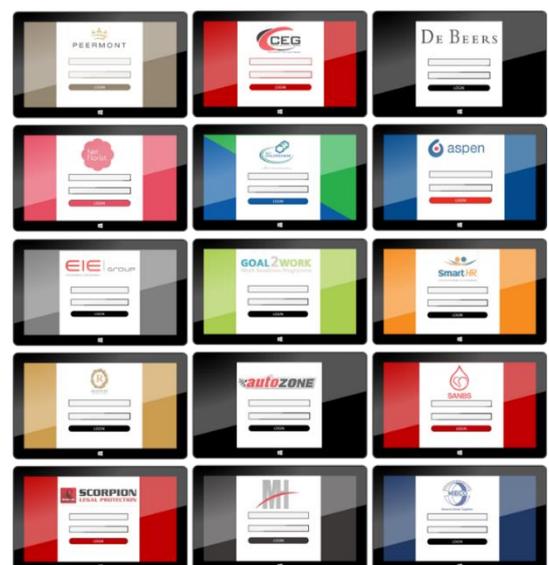
2.2 Why SmartHR eLMS

- Our solutions are designed and developed right here in South Africa; this gives us the freedom to be flexible with our offerings, packages and of course, pricing models. We have saved large corporate businesses millions of Rand's due to our ability to offer international quality systems without the international price tag.
- The SmartHR e-LMS is integrated with the SmartHR People Management system to effectively manage employee training and development – book training sessions, track progress and feedback results into SmartHR, in real-time, during talent/performance reviews.

2.2.1 Branding / White Labelling

While we call our Learner Management System SmartHR eLMS, but our clients can call it whatever they want to. All SmartHR eLMS installations are rebranded to suit your unique corporate identity. We will add your logo, include your colours and configure your very own menu options based on your specific needs.

This allows your learners to interact with a system that has a familiar look and feel and allows you to take ownership of your E-Learning initiatives brand.



2.2.2 Manage All Forms of Training



Electrical Systems
You are attending this course, your level is Administrator
Course is: eLearning with: 5 users subscribed
[2]

Employee Onboarding
You are attending this course, your level is Administrator
Course is: eLearning with: 5 users subscribed
[on]

Fork Lift Operator - Theory
You are attending this course, your level is Administrator
Course is: eLearning with: 7 users subscribed
[MD]

The SmartHR eLMS allows you to schedule E-Learning, classroom and blended training sessions easily through our course, session and location management functionalities.

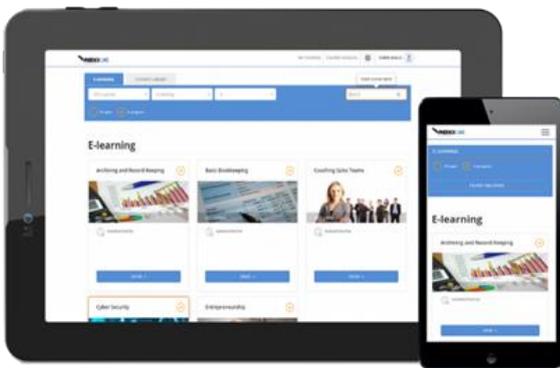
You are also able to create curricula, create and manage pre-assessments and pre-requisites.

2.2.3 Jam Packed



The SmartHR eLMS comes pre-installed with over 40 individual eLearning titles that you are free to use as you please without limitations. Our libraries include Microsoft office 2016, Business, Human Resources, Sales, Soft Skills, Leadership and Management.

2.2.4 Modern and Responsive



Our clients have always found the SmartHR eLMS to be extremely intuitive and user friendly. Our latest release includes a completely modernized (and beautiful) user interface.

Now fully responsive, your learners will be able to access their learning material from any device. Computer, Tablet or Mobile across the globe 24/7.

2.2.5 Support Multiple Learning Objects



- Create, manage, deploy and track training online through SmartHR eLMS.
- Import video, Assignments and traditional SCORM courseware.
- Add links, HTML pages, Glossaries and FAQ sections to your course
- Create and track Assessments and Course Surveys with our powerful assessment creation engine.
- Add social aspects to your modules incorporating Forums, Instant messaging boards or integrating a Live Virtual Classroom session.
- SmartHR eLMS supports Micro Learning Cycles, Curricula and even individualised Learning Paths.

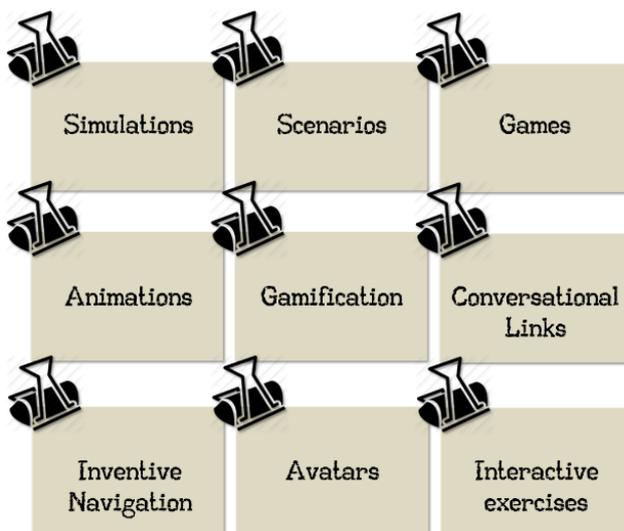
2.3 Digitising Your Internal Courses



Once you have an LMS in place, you need to start thinking about digitising your internal courses for your learners. Whether you need to convert existing training material into interactive learning experiences or design a learning intervention from scratch, we can assist through our partner LearnTech. We offer content development, using tools and techniques that focus on providing a focused, interactive experience for the learner.

Interactivity is a key ingredient to learner engagement. With online learning, you need to keep moving. We make use of several techniques to ensure that your learners are constantly interacting with your custom build learning content and are therefore more engaged.

The SmartHR eLMS can accommodate SCORM compliant learning objects. This allows for content from 3rd Party developers or in-house content to be deployed.



This Content Development Process consists of the following 5 phases:

1. **Analysis:** The training need is identified. We work with you to learn more about the target audience, the internal environment, create outcomes, identify the desired behaviour, understand existing knowledge and ascertain project timelines.
2. **Design:** We review all existing material during a brainstorming session. Content will be aligned to course outcomes. During this phase the course storyboard, user interface and graphics are produced.
3. **Develop:** Once signed off, the storyboard is then converted into an e-Learning experience. The review and Quality Assurance period encompasses the final tasks in this period.
4. **Implement:** The approved module is delivered via the e-LMS, additional learning objects such as pre / post assessments, surveys, forums, and social links are added. The project is rolled out (usually to a pilot group).
5. **Evaluate:** Learner reaction is tested and e-LMS Reports are analysed. Changes may be identified during this final phase. The course is rolled out to the entire learning force.

Our partners have provided over 600 in-house, individual e-Learning modules covering a range of topics including:

- Induction and on-boarding courses (welcome your new employees in unique and cost-effective way)
- Simulation based Software Training modules (train your employees on your own internal software packages ensuring they are comfortable and competent before they access your live environment.)
- Industry Specific courses (these can include industry entrance exam preparations, even the exam itself can be completed online.)
- Legislation & Compliance based courses (such as CPA and FAIS)
- Sales and Product Training courses (train your sales staff to effectively sell and understand your product)
- Soft Skills courses (from business writing to project management and everything in between).

2.4 SmartHR eLMS Features

GENERAL FEATURES	FACILITATOR / INSTRUCTOR FEATURES
User registration by administrator, moderated or free	Upload SCORM learning object in platform via web browser
User management through groups, roles or organization tree	Upload other files like PowerPoint presentation, pdf that student can download
Additional fields for better user cataloguing	Manage learning object sequence and pre-requisites
Competence management module and gap analysis	Internal messaging Teacher – students system with file attachment
Course and curricula management system	Availability to send e-mail and SMS to students
Standard and customized multilevel report	Student grade book
Generation and printing of PDF certificates	Other student statistics like time elapsed, number of sessions
Track monitoring and SCORM 1.2 and 2004 support	Course usage graphics, matrix users/learning objects
Administrator management and profiling	Classroom activity report module and training on the job module
Didactic multi model support (eLearning, Classroom and blended learning)	Availability to create test with single, multi choice, wrong question, open answer
Export report in Excel format etc, report scheduling for automatic sending	Test question/answer repository shared between courses (Learning Object Reusability)
Ability to integrate with third party software/services	Availability to create poll survey and check result output
Third party software/services import and export data	Virtual classroom integration (videoconference) presenter, slide show sharing, chat
Web authoring	Tutor and mentor, function enabled for this role are dynamically managed as course property
Pre-assessment and Post-assessment management	Supervisor role: Guest (course guest), Ghost (invisible course guest)
Multi template and Multi domain layout customization (support LTR and RTL)	LEARNER FEATURES
Web browser only based, multi browser compliance, no plugins required	Availability to attend course, watch SCORM learning object and download files
Internal search engine for content library	Availability to watch scores and student statistics through a grade book
Course catalogue	Web 2.0 Functions like wiki, forum, project manager, chat and FAQ system
Automatic course subscription based on company role/group/tree position	Download and print PDF certificates
User registration or subscription through codes or cards	Communicate to students via messaging system
Browser compatibility: Explorer (6,7,8,9), Chrome, Firefox, Safari	Competence report system
Operating systems: Windows (XP, Vista, 7), Linux, Mac or higher	Virtual classroom attending and teacher interaction
ASSESSMENT POLICY and ANTI-CHEATING	Corporate contest module with standings
Navigation: Progress bar	Communication module with SCORM attachment support
Completion Policy: Upon use of 100% of the chapter (Option)	Content library search engine indexed with taxonomy
Completion Policy: Upon passing the end-of-chapter test (Option)	Competence summary panel
Tracking Policy: Time tracking	Acquired credits summary panel
Tracking Policy: Test Passed or Failed	Un subscription from courses options
Tracking Policy: Test score	ADMINISTRATOR FEATURES
Tracking Policy: Interaction completion	Organize students and organization offices in tree nodes
Testing Policy: The student can repeat the test after it is done (Yes/No)	Organize students in groups (also with additional fields)
Testing Policy: Feedback on single questions	Organize students with additional cataloguing fields without writing new software code
Testing Policy: Feedback on single answers	Additional cataloguing fields must allow Free text, Data and Dropdown values
Testing Policy: See results at the end of test (Yes/No)	Password policy with password length and Alfa Numeric password options
Anti-cheating policy: Question shuffle	Availability to have Sub.-Administrators with role limits
Anti-cheating policy: Answers shuffle	Limits of Sub-Admin must be on course, students, and functions to manage
Anti-cheating policy: Test can be done only 1 time (Yes/No)	Student welcome page can enable – disable components
Anti-cheating policy: Test generated for different questions for every user	Software text language can be edited through a dedicated web interface
Anti-cheating policy: Time based question and answers	Course can be subscribed by student via request or manually subscribed by teacher
REPORTING FEATURES	Create course catalogue and define course properties
Availability to see all courses by status, time delivered	Course properties are eLearning/Blended, Complete Policy, Status, Enrolment policy
In course report watch what students have to start, are attending or have completed course	Competence analysis and mapping
Availability to see report by node, group, all student or selection of a part of the students	Super administrator role with profiling system
Student report by result on Start Assessment, Post assessment and Course final score	Sub-Administrator role with profiling system
Student report must show student status in course, time delivered and number of session	Area-Manager supervision role
Student delay analysis	Sub-Admin and Area Manager limitation on what users manage, course and function
Report by competences	Roles management
All report can be exported to a third-party system (HR software or other)	Competences management and gap analysis
All report can be exported via .csv and opened by excel	Classroom activity management and monitoring
Dedicated report for monitoring effective reading of sent messages	
Aggregated report for organization tree	
Survey results report	
Automatic report schedule and sending	

2.5 My Learning Course Titles

- The SmartHR eLMS comes with a series of pre-designed online courses that have been developed to save you the time, effort and money.
- Each Phoenix installation has the option to add our entire library of existing off the shelf eLearning titles. You are free to use these titles as you please for the duration of the contract.
- For non-eLMS clients, we offer packages that will allow you to deploy and track our content from any SCORM compliant LMS.
- Our catalogue consists of 40 individual courses and counting. **New courses are added annually at no additional fee.**

1. Excel 2016 Essentials	2. Creative Problem solving
3. Excel 2016 Expert	4. Critical thinking
5. Outlook 2016 Essentials	6. Delivering Constructive Criticism
7. Access 2016 Essentials	8. Emotional Intelligence
9. PowerPoint 2016 Essentials	10. Generation Gaps
11. Word 2016 Essentials	12. Improving Mindfulness
13. Word 2016 Expert	14. Leadership and influence
15. Basic Bookkeeping	16. Manager management
17. Call Centre Training	18. Meeting management
19. Cyber Security	20. Organizational skills
21. Goal Setting and Getting things done	22. Personal productivity
23. Project management	24. Public speaking
25. Workplace diversity	26. Stress management
27. Entrepreneurship	28. Supervising others
29. Anger Management	30. Team building for managers
31. Appreciative Inquiry	32. Teamwork and team building
33. Assertiveness and Self Confidence	34. Time management
35. Attention Management	36. Virtual team building
37. Coaching and Mentoring	38. Work life balance
39. Collaborative business Writing	40. Workplace harassment
41. Conflict Resolution	42. Workplace violence

2.6 Instructional Design Services

We specialise in creating **beautiful, engaging and highly effective online learning experiences** and pride ourselves in providing a **top-quality** end product, **cost effectively** and with a **rapid turn-around time**. Our services include but are not limited to:

2.6.1 Course Conversion



We offer a **full conversion service** whereby we take your existing training materials (usually a training manual or presentation) and convert them into an online learning experience.

2.6.2 Course Development



Often, a client will approach us with no existing training material, but a behaviour that needs to be changed. Here, we would **build an entire training experience** from scratch.

2.6.3 Methodologies



We select an appropriate **Learning methodology** based on the requirement. From Blooms Taxonomy, Gagne's nine events, ADDIE or Merrill's Principles of instruction.